DPS
Defense Personal Property System
Joint Program Management Office
Household Goods Systems

"Smart Book"

7 August 2009

Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSP). It is specifically targeted to assist Personal Property Processing and Personal Property Shipping Offices (PPPO/PPSO) and TSPs in operating successfully in DPS.

Suggestions for improvements should be emailed to michael.crimens@ustranscom.mil

This Smart Book is effective from 7 August 2009 through 30 September 2009, unless superseded.

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What's New...

This is a new Smart Book page that will highlight future significant additions or changes to the information contained in the Smart Book. Smart Book users can turn here to become informed on "what's new."

New Items.

1. Shipments with a Pick Up date within six (6) government business days of the offering should NOT be entered into DPS. This extends the current five (5) Short Fuse/Short Notice shipment ban to six (6) government business days. The reason for this is a recent difficulty in processing shipments for these shipments in DPS. All shipments with a Pick Up date of six (6) government business days or less from the offered date should be processed in TOPS.

Old Items. No change.

When to Use DPS

1. **Purpose:**

   This is a Quick Reference Guide for Personal Property Processing and Shipping Offices (PPPO/PPSO) to provide guidance on the use of DPS to book shipments for their customers. Effective immediately, self-counseling is available for use by all DOD and U. S. Coast Guard customers.

2. **When DPS Should Be Used:**

   - All PPSOs should use DPS in accordance with (IAW) Service specific guidance

   - Customer is making a normal Permanent Change of Station (PCS) move:

     -- CONUS customer desires to make a normal Line Haul, Domestic Through Government Bill of Lading (DTGBL) or International Through Government Bill of Lading (ITGBL) move
     -- OCONUS customer desires to make a normal International Through Government Bill of Lading (ITGBL) move

   - When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Service guidance

   - CONUS Intrastate and Interstate Shipments

   - Evacuation orders

   - Student travel shipments to and from the school

   - TDY in conjunction with ship renovation or work (see Workaround, page 16.)

   - Shipments with a Pick Up date seven (7) government business days or more from the offered date.

When to Use TOPS

1. <u>**Purpose**</u>:

   This is a Quick Reference Guide for Personal Property Processing and Shipping Offices (PPPO/PPSO) to provide guidance on the use of the Transportation Operational Personal Property Standard System (TOPS) to book shipments for their customers.

2. <u>**When Tops Should Be Used**</u>:

   - All Short Fuse / Short Notice shipments **or shipments with a Pick Up date within six (6) government business days of the offering.**

   - All Personally Procured Move (PPM) shipments

   - All Joint or Combined Spouse move shipments

   - All origin/destination Alaska shipments

   - All shipments with a potential Excess Cost associated such as:

     -- More than one shipment from same origin to same destination
     -- Shipments to other than authorized locations
     -- Any shipment with an additional pick-up more than 50 miles from origin

   - All Volume Moves and Special Solicitations

   - All Non-Temporary Storage (NTS) shipments including NTS Releases

   - All Student Summer Storage shipments

   - All Direct Procurement Method (DPM) shipments

   - All Local Moves, AAFES and NAF shipments

   - All One Time Only (OTO) shipments, Boat One Time Only (BOTO) shipments, and Mobile Home One Time Only (MOTO) shipments

DPS Points of Contact

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)
   502 Ward Dr, Bldg 1930
   Scott Air Force Base, IL 62225
   618-256-6132; DSN 576-6132

2. DPS Help Desk,
   Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332
   Email: sddc.safb.dpshd@us.army.mil

3. ETA Administration
   User ID and Password Issues Email: sddc.safb.etaadminhd@us.army.mil

4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative

   a. Domestic Rates - 618-220-5256, sddc.safb.pp.rates@us.army.mil
   b. Intrastate Rates - 618-220-5774, sddc.safb.intrafile@us.army.mil
   c. International Rates - 618-220-5408, sddc.safb.ppintlrates@us.army.mil
   d. One-Time-Only (OTO):
      Domestic - 618-220-5256,
      International - 618-220-5453, sddc.safb.rates@us.army.mil
   e. DPS Rate Filing Questions: SDDC.SAFB.DPSRATEFIL@US.ARMY.MIL
   f. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153, sddc.safb.ppty@us.army.mil
   g. Privately Owned Vehicles (POV) - 618-220-5440, sddc.safb.ppty@us.army.mil
   h. Operations - 618-220-5484, sddc.safb.ppops@us.army.mil
   i. Quality Assurance - 618-220-5483, sddc.safb.ppperf@us.army.mil
   j. TSP Qualifications - 618-220-5407, sddc.safb.ppqual@us.army.mil
   k. Personal Property Consignment Instruction Guide - sddc.safb.ppcig@us.army.mil

5.   DPS automatic email responses to DPS users:

Tspquals-admin@dpsmail.csd.disa.mil

Claims-admin@ dpsmail.csd.disa.mil

css-admin@dpsmail.csd.disa.mil

TSPQuals@dpsmail.csd.disa.mil

ppcig@dpsmail.csd.disa.mil

rates@dpsmail.csd.disa.mil

dpsadmin@dpsmail.csd.disa.mil
shipmentmanager@dpsmail.csd.disa.mil

approvals@dpsmail.csd.disa.mil

no_reply@dpsmail.csd.disa.mil

tracking@dpsmail.csd.disa.mil

6.   US Bank Power Track: Toll Free 866.561.6930, customer.support@powertrack.com

7.   To keep up to date with DPS, go to www.move.mil.

DPS "Helpful Hints" for Known Problems

The following DPS Helpful Hints are provided for new DPS users during their introduction and the transition to full DPS functionality. These Helpful Hints are a collection of experiences gained during the testing of the system by the Joint Program Management Office as well as tips submitted from operating PPSOs and PPPOs in the field. We ask that you follow the guidance provided and contact the DPS Help Desk staff to assist as required.

BLUE BARK Shipments

Because of the sensitivity of Blue Bark shipments, extra caution must be exercised in handling them and in ensuring that the shipment process does nothing to cause anguish or pain to the surviving family members from the initial counseling through shipment delivery. Currently, Blue Bark shipments should be processed in TOPS, however, if a Blue Bark shipment is accidently processed in DPS the following procedures should be followed:

a. The PPSOs and PPPOs will put the word "BLUE BARK" after the member's FIRST name in ALL capital letters with quotations marks as see above. This will display the word "BLUE BARK" throughout ALL of the DPS and TSP's screens. The word BLUE BARK will also appear on all shipment documents.

b. PPSOs and PPPOs should ensure with "BLUE BARK" shipments that the Survivor Assistance Officer's (SAO) Email address is correct and entered into the Customers Information screen. On the Point of Contact (POC) screen during Counseling the PPSOs and PPPO should ensure to add a POC for destination as well. Doing this will allow the user the ability to select a Releasing & Receiving agents on the Pickup and Delivery screen. This will also show up in the TSP screen under the view screen.

c. If the shipment is a Blue Bark, the TSP should contact the Survivor Assistance Officer (at Origin) and at Destination or/also contact the PPSO in block 25 of the PPGBL.

Special Characters

    a. Please do not put any special characters (*&^%$#@~ etc) in the any field in DPS because it causes invoices to fail EXCEPT FOR in the case of entering a Blue Bark shipment where the double quotes (" ") are used .

Customer Service

PPPOs should remind outbound customers that there is a 24 hours, 7 days a week Interactive Voice Response (IVR) system available for them to check on the status of their personal property shipments. In order to access the IVR, customers can call 1-800-326-2137. Upon calling into IVR the customer will be prompted to set a pin number before they can access the information on their shipment. Customers can update the pin in their DPS account at any time in the future.

Direct Procurement Method (DPM) in CONUS

1. Do not hit the "TOPS Confirm" button for a DPM shipment until you have verified that the DPM shipment is on the TOPS server. That process can take up to 6 hours from the time it was entered into DPS depending on the time that shipment hits 3 different processing schedules on 2 systems (one on DPS, two on TOPS). This is a legacy system limitation.

2. By hitting the "TOPS Confirm" button the shipment status in the routing queue will change from "Send to TOPS" to "TOPS Confirm". If that button is hit prematurely it will flag that shipment and will not be sent to TOPS, at that point the DPS Help Desk must be contacted and a ticket initiated.

Government Bill of Lading (GBL)

TSPs should not print the Bill of Lading (BL) or Government Bill of Lading (GBL) until the day of the negotiated pickup date (or as close to it as possible) to reduce the requests to the supporting PPSO for date changes after the BL or GBL has been printed.

Non Temporary Storage (NTS) in CONUS

Counseling a NTS or DPM shipment in DPS and its subsequent transfer to TOPS is outlined in the "COUNSELING USER GUIDE FOR TRANSPORTATION OFFICES

AND OTHER GOVERNMENT AGENCIES" available in DPS under Training, Gov Counseling, My Course Details (Course Launch), Counseling Guide. Specifically counseling NTS shipments is outlined in Section 5, counseling NTS release shipments is outlined in Section 6, and the transfer of NTS and DPM shipments to TOPS process is outlined in Appendix B. Instructions for accessing TOPS via DPS using the Citrix implementation once it has turned on is now available in the "ACCESSING TRANSPORTATION OPERATIONAL PERSONAL PROPERTY STANDARD SYSTEM (TOPS) VIA DPS USER GUIDE" available in DPS under Training, TOPS, My Course Details (Course Launch), TOPS User Guide. The transfer process can take up to 6 hours from the time it was entered on DPS depending on the time that shipment hits 3 different processing schedules on 2 systems (1 on DPS, 2 on TOPS). This is a legacy system limitation.

Outbound

1. To quickly locate a shipment in DPS:

   Go to Shipment Management, Scroll to the bottom of the screen and change the view to "50 shipments." Use the shortcut Ctrl key + F (or menu Edit->Find) to locate a record instead of scrolling down or sorting. Go to the next screen (next 50 records) and repeat if not found.

2. Outbound Counseling – Potential Excess Costs:

   If there is any possibility that a customer may incur Excess Costs, do NOT book the shipment in DPS. The DPS function for Excess Costs is not fully operational. Book the shipment in TOPS.

3. Outbound Counseling – "Next" button:

   Always use the "Next" button located at the bottom of each screen to move forward in DPS. DO NOT hit the "Enter" button on your computer keyboard. This will delete all your data and cause you to reenter it.

4. Outbound Counseling – Customer Name input, Middle Initial:

   When typing in a customer's name DO NOT put a period after the middle initial. If you do, the screen will refresh but not move forward. It will NOT tell you why.

5. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

   a. When entering a civilian's shipment always enter the HHG shipment first.

   b. If you receive an "Excess Costs" note when entering the civilian's UB shipment, reenter the civilian's personal data as if he was a new customer and add a period (.) to the end of the orders number. DPS should recognize this as a different orders number and process the UB shipment without Excess Costs. It should also process correctly through PowerTrack for invoicing and payment.

6. Outbound APOE/APOD Selection - Unaccompanied Baggage Code J and Household Goods Code T shipments:

   DPS displays all APOE/APODs world-wide on a drop down menu. To determine the correct APOE/APOD, consult the PPCIG for the origin/destination PPSO.

7. Outbound OCONUS Customs Forms. Use Form Flow to create the DD Form 1252 and AE Form 30-3B (R) until DPS is revised to create them correctly. Do not use the available DD Form 1252 and AE Form 30-3B (R) currently generated for OCONUS outbound shipments. They are not accepted by US Customs and the shipments will be frustrated and incur unnecessary SIT charges.

PPPO Outbound Counselor

DPS does not provide the PPPO Outbound counselor with visibility on a shipment once the shipment has been counseled and submitted to the PPSO for Routing and Booking. The PPPO Inbound role does provide this visibility. Recommend that PPPO Outbound counselors sign up for the PPPO Inbound role as well as their Outbound role to obtain that visibility.

Quality Assurance (QA) (sub-menu of shipment management)

1. Shipments will not appear in the Origin Inspections queue until the TSP has completed the pre-move survey and the shipment changes to a "Pre-Survey done" status. Also, shipments will disappear from the "origin inspections" queue after they have been entered at destination by the Transportation Service Provider (TSP) in an "Arrived" status in DPS or 15 days after pickup, whichever is greater.

2.   Shipments currently only appear in the Destination Inspections queue once they reach "Delivered complete" status, at that point QA Inspectors can enter the DD Form 1780 inspection information. QA Inspectors must use the PPSO Inbound queue and check the "Scheduled Delivery Date" column to plan for performing destination inspections.

3.   Shipment Inspections. Be very careful when entering data into the Remarks section of the Shipment Inspection screen. Do NOT enter generic data. Entry of data into the Remarks section will generate a Letter of Warning (LOW), which cannot be cancelled. Only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

Short Fuse or Shipments with Pack Out date within Six (6) days

Both Short Fuse and shipments with a pack out date within six days of the booking are not processing correctly in DPS. Therefore no shipments should be offered in DPS that are six days or less from the booking date. These shipments should all be processed in TOPS until further notice.

Storage In Transit (SIT)

1.   SIT Approval. TSPs currently have the ability in DPS to approve SIT at destination under certain circumstances. This functionality is being removed by JPMO HHGS. Until it is removed TSPs should NOT approve SIT in DPS. They should contact the appropriate PPSO for SIT approval.

2.   Destination SIT Preapproval. TSPs should not request Destination SIT as a Preapproval before the shipment has actually been packed, picked up, and arrived by the TSP at destination in DPS. At that point the destination PPSO can see the shipment has arrived and can select TSP requests from their shipment queue and then approve or disapprove the SIT request.

Student Travel Shipments

1.   DPS should be used for Student Travel shipments to and from the school.

2.   TOPS must be used for Student Summer Storage shipments into and out of Summer Storage. They do not currently work in DPS.

Transportation Operation Personal Property System (TOPS) Interface

Counseling an NTS or DPM shipment in DPS and its subsequent transfer to TOPS is outlined in the "COUNSELING USER GUIDE FOR TRANSPORTATION OFFICES AND OTHER GOVERNMENT AGENCIES" available in DPS under Training, Gov Counseling, My Course Details (Course Launch), Counseling Guide. Specifically, counseling NTS shipments is outlined in Section 5, counseling NTS Release shipments is outlined in Section 6, and the transfer process of NTS and DPM shipments to TOPS is outlined in Appendix B. Instructions for accessing TOPS via DPS using the Citrix implementation is available in the "ACCESSING TRANSPORTATION OPERATIONAL PERSONAL PROPERTY STANDARD SYSTEM (TOPS) VIA DPS USER GUIDE" found in DPS under Training, TOPS, My Course Details (Course Launch), TOPS User Guide. The transfer process can take up to six hours from the time it was entered into DPS. This is a legacy system limitation.

DPS Workarounds for Known System Problem Reports (SPRs)

Known DPS problems and their workarounds are arranged alphabetically by DPS module below. These workarounds are the best available advice to the user at the time of publication and form the primary intermittent bridge for resolving identified minor issues that may occur before resolution by future system adjustments and modifications. Team Track / Tracker numbers are provided as well as the anticipated "fix" date for the DPS modification schedule.

Costing Engine Section

1. Problem: TSP does not see the Message from TSP Master on Open Items screen
   Example: NA
   Details: DPS should display the PPSOs and TSPs messages on the Open Item Report. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, user reviews 2, then number displayed will be 3.
   Workaround: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. This design solution was implemented to accommodate situations where multiple messages per line item may be required.
   Team Track / Tracker Number: 5081.
   Planned Fix: TBD

2. <u>Problem</u>: TSP does not see the Message from TSP Master on Unpaid Item screen
<u>Example</u>: DPS should display the PPSO and TSP messages on the Unpaid Item Report.
<u>Details</u>: The message from TSP Master is not displaying on Unpaid Item screen. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, user reviews 2, then number displayed will be refreshed to 3.
<u>Workaround</u>: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. The actual message is displayed via the view. This design solution was implemented to accommodate situations where multiple messages per line item may be required.
<u>Team Track / Tracker Number</u>: 5082.
<u>Planned Fix</u>: TBD

Counseling Section

1. <u>Problem</u>: CONUS to OCONUS city selection (DOD Customer/Counselor User)
<u>Example</u>: DOD Customer/Counselor cannot change from CONUS to OCONUS and repeat selection of a city after getting the "No City found..." message. The "No City found..." message is not cleared, even after the user clicks the Cancel button.
<u>Workaround</u>: DOD Customer/Counselor needs to Tab back to the previous page then tab forward, select CONUS or OCONUS as desired, and reenter the first four letters of the desired city.
<u>Team Track / Tracker Number</u>: 4712.
<u>Planned Fix</u>: 08/09

2. <u>Problem</u>: Address Disappears (DOD Customer/Counselor User)
<u>Example</u>: Address entry disappears from screen.
<u>Workaround</u>: Workaround is for DOD Customer/Counselor to login again, and reenter the address. If not corrected the user should contact the DPS Help Desk.
<u>Team Track / Tracker Number</u>: 5057.
<u>Planned Fix</u>: TBD

3. <u>Problem</u>: DOD Customer Counseling Requirement Not Met
   <u>Example</u>: DPS does not recognize that the DOD Customer has reviewed and acknowledged the Service specific instructions.
   <u>Workaround</u>: DOD Customers should revisit Service specific link. If that does not clear the problem, then the customer should contact the DPS Help Desk.
   <u>Team Track / Tracker Number</u>: 4973.
   <u>Planned Fix</u>: 02/10

4. <u>Problem</u>: DD Form 1252 and AE Form 30-3 fails to fill and print correctly (DOD Customer/Counselor User)
   <u>Example</u>: OCONUS shipments require DD Form 1252 but it fails to fill and print properly in DPS
   <u>Workaround</u>: PPSO must use Form Flow to complete the DD Form 1252 and AE Form 30-3.
   <u>Team Track / Tracker Number</u>: 5591, 5380 & 5381.
   <u>Planned Fix</u>: 07/09

5. <u>Problem</u>: TDY in conjunction with ship work or renovation
   <u>Example</u>: NA
   <u>Details</u>: DPS does not provide the functionality to determine the appropriate shipping entitlements for the following type of orders: "TDY in connection with building, fitting out, converting or reactivating of a ship and duty aboard when commissioned.
   <u>Workaround</u>: PPSO must verify the shipment total weight does not exceed TDY authorization.
   <u>Team Track / Tracker Number</u>: 1955
   <u>Planned Fix</u>: TBD

6. <u>Problem</u>: Personally Procured Move (PPM) Issue
   <u>Example</u>: NA
   <u>Details</u>: DPS does not support PPM because of Low Cost vs. BVS calculations.
   <u>Workaround</u>: Process PPM shipments in TOPS.
   <u>Team Track / Tracker Number</u>: 5567.
   <u>Planned Fix</u>: 07/09

7. <u>Problem</u>: Multiple shipments from Same Origin to Same Destination
   <u>Example</u>: NA
   <u>Details</u>: DPS does not support identification of Excess Cost for multiple shipments from the same origin to the same destination.
   <u>Workaround</u>: Process shipments in TOPS.
   <u>Team Track / Tracker Number</u>: 5561, SCR 5647 (revised reqmt.) received 05/09.
   <u>Planned Fix</u>: TBD

8. <u>Problem</u>:   Shipments to Other than an Authorized Destination
   <u>Example</u>: NA
   <u>Details</u>: DPS is not able to calculate potential Excess Cost for shipments to a destination other than an authorized destination.
   <u>Workaround</u>: Process these shipments in TOPS.
   <u>Team Track / Tracker Numbers</u>: 5561 and 255 SCR 5647 (revised requirement) received 05/09.
   <u>Planned Fix</u>: TBD

9. <u>Problem</u>: Shipments with an Additional Pick Up more Than 50 Miles from Origin
   <u>Example</u>: NA
   <u>Details</u>: DPS is not able to calculate potential Excess Cost for shipments with an additional pick up location more than 50 miles from the origin.
   <u>Workaround</u>: Process these shipments in TOPS.
   <u>Team Track / Tracker Number</u>: 5561, SCR 5647 (revised requirement) received 05/09.
   <u>Planned Fix</u>: TBD

10. <u>Problem</u>: Domestic Shipments with an Estimated Weight of Less than 1,000 lbs or to a Known DPM Destination
    <u>Example</u>: NA
    <u>Details</u>: DPS does not support this procedure.
    <u>Workaround</u>: Use current local procedures to book these shipments.
    <u>Team Track / Tracker Numbers</u>: None.
    <u>Planned Fix</u>: TBD

11. Problem: Local Moves Issue
    Example: NA
    Details: DPS does not allow Local Moves to be picked up and delivered on the same day.
    Workaround: CONUS – process Local Moves in TOPS. OCONUS - process these shipments using current local procedures.
    Team Track / Tracker Number: 5614.
    Planned Fix: 08/09

12. Problem: Special Solicitation Issue
    Example: NA
    Details: DPS does not support use of embarkation and debarkation costs nor possess correct methodology to process Special Solicitations.
    Workaround: CONUS - Process Special Solicitation in TOPS. OCONUS - process these shipments using current local procedures.
    Team Track / Tracker Numbers: 5595 and 5661.
    Planned Fix: 08/09

13. Problem: Volume Move Issue
    Example: NA
    Details: PPSO is unable to complete the Volume Move process, TSPs are not notified by email, and it is not possible to enter Tender numbers into DPS nor does SIT weight block support seven (7) characters, it only supports six (6).
    Workaround: Process Volume Moves in TOPS or IAW current local procedures.
    Team Track / Tracker Numbers: 5576 and 5578.
    Planned Fix: TBD

14. Problem: One Time Only (OTO) Shipments
    Example: NA
    Details: BVS calculations for OTOs are incorrect.
    Workaround: Process OTOs in TOPS or submit to SDDC in the required format via email or FAX.
    Team Track / Tracker Number: 5304.
    Planned Fix: TBD

15. <u>Problem</u>: Mobile Home One Time Only (MOTO) Issue
    <u>Example</u>: NA
    <u>Details</u>: Carrier Bid window field names are mismatched and some are invalid in DPS.
    <u>Workaround</u>: Process MOTOs in TOPS or submit to SDDC in the required format via email or FAX.
    <u>Team Track / Tracker Number</u>: 3765.
    <u>Planned Fix</u>: TBD

16. <u>Problem</u>: Boat One Time Only (BOTO) Issue
    <u>Example</u>: NA
    <u>Details</u>: Remarks are not transferring properly in DPS and creates inability to use the RFQ module. Additionally, the RFQ module is missing critical information.
    <u>Workaround</u>: Process BOTOs in TOPS or submit to SDDC in the required format via email or FAX.
    <u>Team Track / Tracker Numbers</u>: 5580 and 5590.
    <u>Planned Fix</u>: 07/09

17. <u>Problem</u>: Non Appropriated Fund (NAF) Shipments
    <u>Example</u>: NA
    <u>Details</u>: Shipments can be entered and processed in DPS for routing, booking, pickup and delivery but cannot be processed by PowerTrack and therefore cannot be automatically paid. They must be manually paid.
    <u>Workaround</u>:   CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS process shipments IAW current local procedures. Pay manually.
    <u>Team Track / Tracker Number</u>: 5675.
    <u>Planned Fix</u>: TBD.

18. Problem: Army and Air Force Exchange Service (AAFES) Shipments
    Example: NA
    Details: Shipments can be entered and processed in DPS for routing, booking, pickup, and delivery, but they cannot be processed by PowerTrack and therefore cannot be automatically paid. They must be manually paid.
    Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures. Pay manually.
    Team Track / Tracker Number: 5675.
    Planned Fix: TBD.

19. Problem: Channel for the selected pickup and delivery location could not be found.
    Example: NA
    Details:
    - User logged into DPS as PPSO Outbound Supervisor (MBFL)
    - Clicked on Counseling tab
    - Clicked on Create an Order
    - Entered DOD Customer SSN and Clicked Search
    - Clicked on Create an order for this person
    - Proceeded to create an order and shipment
    - On Pick Up and Delivery screen, inputted pick up address = Anchorage, AK (CONUS address) and delivery address = Baumholder, Germany. Received validation error: "Channel for the selected pickup and delivery location could not be found."
    - Changed pick up address to Anchorage, United States (OCONUS address). No change to delivery address.
    - Changed pick up address back to original Anchorage, AK (CONUS address). No change to delivery address. No validation error.
    Workaround: Process all shipments to and from Alaska in TOPS.
    Team Track / Tracker Number: 5254.
    Planned Fix: TBD

Electronic Billing Section

1. Problem: Electronic billing and payment by Non-Appropriated Funds
   Example: NA
   Details: DPS does not allow for the electronic billing and payment of Shipments
   funded by Non-Appropriated Funds (NAF)
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office"
   and enter the financial information. Pay manually. OCONUS – Process shipments
   IAW current local procedures. Pay manually.
   Team Track / Tracker Number: 5675.
   Planned Fix: TBD.

2. Problem: Electronic Billing and Payment not possible for AAFES Shipments
   Example: NA
   Details: DPS does not allow for the electronic billing and payment of shipments
   funded by AAFES.
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying
   Office" and enter the financial information. Pay manually. OCONUS – Process
   shipments IAW current local procedures. Pay manually.
   Team Track / Tracker Number: 5675.
   Planned Fix: TBD.

3. Problem: The DPS Costing Engine is currently using the origin and destination
   Line haul factors associated to the geographic points in which the TSP bills line haul,
   even when the line haul ends at a SIT facility. This is not correct.
   Until this is corrected, any LHS line item that reflects a Sit Location (LOC2 on
    Item Code LHS) in a different Service (Rate) Area than Block 18 Destination Service
   (Rate) Area will go into Audit exception.
   Workaround: TSPs invoice should match the DPS LHS cost to avoid audit
   exception errors and then they can submit an invoice with a miscellaneous item
   code (negative or positive) to either reimburse the government or invoice any
   difference that may exist between the existing DPS cost (which may use line haul
   factor at a SIT warehouse) and the correct cost which should be invoiced as
   described above.
   Team Track / Tracker Number: 5695.
   Planned Fix: TBD

Quality Assurance (QA) Section

1. Problem: TSP Quality Assurance User Role is Able to File Rates
   Example: TSP QA User is able to file rates. User Role Matrix shows that the QA should only be able to see rates, not file.
   Workaround: Advise TSP QA User not to file rates.
   Team Track / Tracker Number: 3809.
   Planned Fix: TBD

2. Problem: Allows user to choose "No Loss" and specify a Loss Amount.
   Example: NA
   Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.
   Workaround: QA user should leave the loss/damage field blank or enter zero if they chose "no loss/damage."
   Team Track / Tracker Number: 4998.
   Planned Fix: TBD

Request For Quotes (RFQ) Section

1. Problem: Carrier Bid Window Field Names Mismatch Values (SDDC User)
   Example: For a Mobile Home One Time Only (MOTO) shipment the Rates Tab and the RFQ module was selected. The MOTO item was selected for a detailed view. Carrier Bids were selected from the Actions pull down menu. The window appeared with the middle panel containing field names such as 'User Defined' and the field value is the RFQ id of 583. None of the Field Names match the field values; Most of the field names are invalid.
   Workaround: MOTO shipments will be processed in TOPS.
   Team Track / Tracker Number: 3765.
   Planned Fix: TBD

2. Problem: TSP SCAC Received Erroneous Email Rejection Notices
   Example: TSP SCAC received email rejection notices after rates were processed and filed by DPS.
   Workaround: Workaround is that TSPs must ensure they are eligible in Qualifications prior to rate filing.
   Team Track / Tracker Number: 3827.
   Planned Fix: TBD

3. Problem: OTO one time BVS calculation errors (SDDC User)
   Example: The international one time Best Value Score (BVS) calculation for One Time Only shipments in DPS is incorrect. The formula for this is listed in the BVS Business Rule (now listed in the DTR posted at http://www.transcom.mil/j5/pt/dtr_part_iv.cfm as attachment U.F).
   Workaround: Book all OTOs via TOPS until further notice.
   Team Track / Tracker Number: 5304.
   Planned Fix: TBD

4. Problem: International OTO Routing (TSP User)
   Example: TSP must be able to provide routing to SDDC when bidding on all international One Time Only (OTO) and Boat One Time Only (BOTO). SDDC needs this information when awarding.
   Workaround: SDDC must contact the TSP to determine the routing for all OTO shipments. All OTOs should be booked in TOPS or through SDDC via FAX.
   Team Track / Tracker Number: 5580.
   Planned Fix: 08/09

5. Problem: Origin State Name and Destination State Name is Null
   Example: NA
   Details: Origin State Name and Destination State Name is Null in Award Lane window.
   Workaround: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.
   Team Track / Tracker Number: Unknown.
   Planned Fix: TBD

6. Problem: BidLinx Runtime Error in iHHG and iUB
   Example: NA
   Details: BidLinx Runtime Error occurs in iHHG and iUB.
   Workaround: No work around needed; user needs to allow system time to complete import.
   Team Track / Tracker Number: 4193.
   Planned Fix: TBD

Reference Data Management Section

1. Problem: PPCIG Java Error
   Example: NA
   Details: User receives a Java error in the PPCIG module when they try to generate a list of all international GBLOCs.
   Workaround: User must query International GBLOCs by individual country instead of by a comprehensive OCONUS list.
   Team Track / Tracker Number: 5073.
   Planned Fix: TBD

Reports & Documentation Section

1. Problem: Missing Download links in DPS Analytics (TSP User)
   Example: There is no download link for DPS Analytics.
   Workaround: Workaround is to export desired report as an html or PDF document or to cut/paste into an Excel spreadsheet.
   Team Track / Tracker Number: 5253.
   Planned Fix: TBD

2. Problem: MOTO E-Mail Award Notification Issued after Pick up Date
   Example: NA
   Details: TSP Master for INVA received a MOTO Award Notification on June 28, 2007 3:57 PM. The shipment pickup date is listed in the message as Tue Jun 26 00:00:00 GMT 2007. The e-mail message was two days late and the shipment was not in the Current RFQ queue for the TSP. The pickup date on the RFQ detail for RFQ id/DOD OTO Number is 06/26/2007 and Delivery Date is 07/26/2007.
   Workaround: MOTO shipments will be processed in TOPS.
   Team Track / Tracker Number: 3836.
   Planned Fix: TBD

3. Problem: SIT Tab in Excel Analytics Does Not Display All Shipments
   Example: NA
   Details: SIT Tab in Excel Analytics does not display all shipments placed in the SIT Section at the bottom of form.
   Workaround: User should use SIT data in DPS Shipment Management in lieu of Analytics.
   Team Track / Tracker Number: 5363.
   Planned Fix: TBD

Shipment Management Section

1. Problem: Choosing a TSP SCAC (TSP User)
   Example: Before forms can be printed a TSP SCAC must be selected. After selection of the TSP SCAC, DPS does not update and retain the info.
   Workaround: User must first select a SCAC before printing forms.
   Note: Shipping agent will not see any records unless they are BOTH associated to the TSP and the TSP has selected them on a per shipment basis as the origin or destination Shipping Agent.
   Team Track / Tracker Number: 5276.
   Planned Fix: TBD

2. <u>Problem</u>: Excess Costs Computation is Not Correct
<u>Example</u>: NA
<u>Details</u>: Excess Costs computation is not correct.
<u>Workaround</u>: If counselor knows that any of the following conditions exist, then process the shipment(s) in TOPS and advise customer of possible excess costs: Multiple (CONUS to CONUS) shipments to/from same origin to same destination, excess distance shipments, alternate location shipments.
Note: Currently DPS calculates Excess Costs for excess weight only.
<u>Team Track / Tracker Number</u>: 255 and 5237.
<u>Planned Fix</u>: 08/09

3. <u>Problem</u>: Shipment Container Count Erroneously Incremented
<u>Example</u>: NA
<u>Details</u>: Enter DPS as a TSP and from the Outbound Shipments display select Enter Pickup. Enter info and select Submit Weights button. From the Shipment Pickup display fill in Pack/Pickup Dates, fill in Number of Containers (2) and select Submit Pickup Info button. From the Shipment Container Information display select Back button. Shipment Pickup information previously entered is not maintained. User must reenter data. Reenter info and (2) number of containers. Select Submit Pickup info button. Shipment Container Information displays (4) containers when shipment really only has (2) containers.
<u>Workaround</u>: Contact the DPS Help Desk for assistance.
<u>Team Track / Tracker Number</u>: 4983.
<u>Planned Fix</u>: TBD

4. <u>Problem</u>: Customer able to edit Pack Dates on Shipment that has been Arrived at Destination
<u>Example</u>: NA
<u>Details</u>: Logged in as Customer: Clicked on Shipment Management Tab. Clicked on Manage Shipments. Clicked on Shipment (s) and Status. Clicked on View-Edit. Clicked on Edit Dates. Input new Actual Pack and Pickup dates. Clicked update actual dates. The customer was able to update their pack and pickup dates on a shipment that has already arrived to destination and is in SIT.
<u>Workaround</u>: Contact the DPS Help Desk.
<u>Team Track / Tracker Number</u>: 5196.
<u>Planned Fix</u>: TBD

5. Problem: Additional Location Issue
    Example: NA
    Details: Opened Shipment Management, selected TSP Request queue. Clicked on Add Location link. Clicked on Submit button. Shipment not removed from request list. Submitted again. Queue displayed. Request still in queue. User queue will become clogged with requests that should be disappearing.
    Workaround: Contact the DPS Help Desk for assistance.
    Team Track / Tracker Number: 5227.
    Planned Fix: TBD

6. Problem: Origin Shipping Agent able to perform Destination Shipping Agent Functions
    Example: NA
    Details: Origin Shipping Agent is able to perform destination Shipping Agent functions without being listed as the Destination Shipping Agent.
    Workaround: Shipping Agent will have to check the "View/Edit" details in each shipment to see if they are selected as the agent for "origin," "destination," or "both."
    Team Track / Tracker Number: 5267.
    Planned Fix: TBD

7. Problem: Printing Forms after choosing a TSP SCAC
    Example: NA
    Details: Before you can select print forms you must select a TSP SCAC. After you select SCAC, DPS is not updating and retaining the info.
    Workaround: User must first select a SCAC before printing forms.
    Note: Shipping agent will not see any records unless they are BOTH associated to the TSP AND the TSP has selected them on a per shipment basis as the origin or destination shipping agent.
    Team Track / Tracker Number: 5276.
    Planned Fix: TBD

8. Problem: GBL Correction Notice, SF 1200
   Example: NA
   Workaround: Below are the steps to generate a Government Bill of Lading (GBL)
   Correction Notice, SF 1200, in DPS:
   - PPSO should query for the GBL from their location using the "Find
     Shipments" button in the Shipment Management Tab.
   - Click on "View/Edit" to access the shipment details.
   - Scroll down to the Location information and click on "Edit" Location for the
     pickup. Put a period (.) at the end of the Street Address. Click on "Update
     Location." This will show in Block 12 of the Correction Notice when
     completed. This period (.) will trigger DPS to generate a GBL Correction
     Notice. Then, return to the "View/Edit" screen where you will find the
     "Generate GBL Correction" button. Click this button.
   - Enter in block labeled "GBL Authority for Correction." (DoD45009-R)
   - Enter in block labeled "GBL Additional Remarks" the information desired to
     be reflected in the Correction Notice. This is a change from normal TOPS
     GBL Correction Notice procedures as it is the only place the new information
     can be displayed is in Block 14 Remarks Section.
   - Hit the "Update" button.
   - The created SF1200 should now be visible and Block 14 will reflect the
     reason you entered for creating the Correction Notice.
   - TSPs can now access the GBL Correction Notice in their Shipment
     Management Queue under "Shipment Requests/Corrections."
   Team Track / Tracker Numbers: 5510 and 5514.
   Planned Fix: TBD

9. Problem: Outbound - Shipment Management, Awarding shipments
   Example: NA
   Details: Booking clerk hits the submit button to award a shipment and nothing
   immediately happens.
   Workaround: Sometimes DPS reacts slowly. Booking clerks should only hit the submit
   button ONE time when booking a shipment. The system "remembers" each time the
   submit button is hit and will send out the shipment to the TSP or to multiple TSPs for
   Short Fused (Short Notice) shipments as many times as the button is pressed.
   Team Track / Tracker Number: None
   Planned Fix: TBD

10. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.
    Example: When the correct port of entry is entered (which is often not in the same country as the diversion takes place) the system will generate a termination of the inbound GBL and the PPSO is forced to rebook the shipment with a new GBL to the new destination. If the inbound TSP is not available for selection, then the PPSO is forced to pick a different TSP. Then DPS will generate a Termination Notice.
    Details: Inbound shipment to WKAS. It was a Code 4 with an original destination of Wiesbaden, Germany. Customer received new orders to Hohenfels, Germany. The Diversion point is the port of Antwerp, Belgium.
    Workaround One: To do a SFR reduction for nonperformance of the packing (since the shipment is already packed, crated, and containerized), the PPSO must edit the local delivery address. This will trigger DPS to generate a GBL Correction Notice (SF1200). The PPSO must indicate in block 14 the value of the reduction per 100 lbs.
    Workaround Two: For shipments diverted within the same rate area, the PPSO can just edit the destination address in View/Edit which will trigger a SF 1200 GBL Correction Notice. This will change the GBL block 18 from the old to the new destination. This way the TSP remains the same, there is no need for a reduction due to non-performance of services, and the TSP is notified by a SF 1200.
    Team Track / Tracker Number: None
    Planned Fix: TBD

11. Problem: Determining APOD/ APOEs on the Transportation Control Movement Document (TCMD) DD Form 1384
    Example: NA
    Details: DPS lists all the APOE/APODs worldwide on the drop down menu, not just those associated with the origin and destination PPSO.
    Workaround: Specific details on the preparation and usage of APOD/APOEs on the TCMD for code 4, 5, J, and T can be found on the SDDC website under International Rate Solicitation. Select I-22. Chapter XIII, Aerial and Surface Ports, starting with page 13-1 and continues through Original Appendix 13A-1 to 13E-1.
    Team Track / Tracker Number: None
    Planned Fix: TBD

Technical Section

 None identified

User Management Section

None identified

"Resolved" Known System Problem Reports (SPRs)

This section contains DPS Problems that have been identified and resolved. The date the problem was "resolved" by the Developer through modification patches to the DPS software is also annotated. Each resolved problem has the original workaround listed and can be employed if the user encounters a similar problem.

Claims Section – Resolved Problems

1. Problem: Claims offer – rounded monetary amount
   Example: DPS displays $23.00 instead of user input $22.89.
   Details: In the Claims module, for example if an input of $49.88 is made and saved, and the user goes back in to view and the amount of offer was rounded up to $50.00.
   Workaround: TSP and/or Service member will have to upload and/or read attachments that indicate offer/counteroffer amounts as a supplement to the amounts listed in DPS.
   Team Track / Tracker Number: 5289
   Fixed: 23 Jan 2009

2. Problem: Tracking Error
   Example: NA
   Details: When attempting to track a specific shipment and clicked on correct GBL in invoicing, user receives an error message.
   Workaround: User should attempt to click on another tab and then return. User can also try to log out and log back in. If problem persists, contact the DPS Help Desk at sddc.safb.dpshd@us.army.mil and obtain a ticket number.
   Team Track / Tracker Number: 5291
   Fixed: 28 Jan 2009

3. Problem: DOD Customer is unable to Print the Loss/Damage Form
   Example: DOD Customer created a Loss/Damage Report and in the process did not see a Print button.
   Workaround: DOD Customer can receive a hard copy Loss/Damage form from the responsible TSP upon request. The DOD Customer can also print a Loss/Damage form from DPS by copying the screen using the normal highlighting and copying function or by using the "Print Screen" function and pasting into a Word document.
   Team Track / Tracker Number: 5040
   Fixed: 10 Mar 2009

4. Problem: TSP does not receive email notification that a customer has filed a Claim
   Example: A customer filed a claim and the TSP was not advised of this action by email notification.
   Workaround: The TSP must manually monitor their Claims queue each day and also monitor their CSS queue to determine if a customer intends to file a claim.
   Team Track / Tracker Number: 4355
   Fixed: 27 Apr 2009

Costing Engine Section Issues – Resolved Problems

1. Problem: Item Code 521F– DPS underrated DAYCOS
   Example: NA
   Details: Item Code 521F. DPS underrated DAYCOS. DPS displays the line haul table rate for miles of 81-90 for weight of 100 to 999# to be 10.45. DPS billed 81 miles. The rate in applicable line haul rate tables of 10.45 is greater than 9.99 for local delivery so 10.45 apply.
   Workaround: TSP must submit a supplemental invoice as a Miscellaneous Charge to make up the difference.
   Team Track / Tracker Number: 5071
   Fixed: 04 Mar 2009

Counseling Section Issues – Resolved Problems

1. Problem: No Customer Satisfaction Surveys on DOD Customer Home Page
    Example: NA
    Details: Created short-fuse shipments and delivered them same day. Logged in as
    DOD Customer and was unable to see shipments that were delivered.
    Workaround: Contact DPS Help Desk for assistance.
    Team Track / Tracker Number: 4460
    Fixed: 26 Jan 2009

2. Problem: Error in creating customer profile
    Example: NA
    Details: When trying to create a new shipment as an Air Force member, user could
    not create a Customer Profile.
    Workaround: Try clicking on another tab and coming back. User can also try to log
    out and log back in. If problem persists, enter a ticket number with the DPS Help
    Desk at Sddc.safb.dpshd@us.army.mil to correct.
    Team Track / Tracker Number: 5193
    Fixed: 26 Jan 2009

3. Problem: Counseling Tab not responsive
    Example: NA
    Details: Click the counseling tab Attach 5d, Part 2: Creating a profile, Step #8.
    When clicking on the counseling tab after verifying USMC service specific
    information, I was not able to click on another tab then click on the counseling tab
    again to gain access.
    Workaround: Try clicking on another tab and coming back. User can also try to log
    out and log back in. If problem persists, enter a ticket number with the
    Sddc.safb.dpshd@us.army.mil to correct.
    Team Track / Tracker Number: 5214
    Fixed: 26 Jan 2009

4. Problem: Shipments To or From Alaska
   Example: NA
   Details: Water ports and EIN for US Coast Guard personnel are not functioning in DPS.
   Workaround: Process shipments to and from Alaska IAW current local procedures.
   Team Track / Tracker Numbers: 5569 and 5583
   Fixed: 27 Mar 2009

5. Problem: Non Temporary Storage (NTS) Issue
   Example: NA
   Details: TOPS and DPS data fields are not 100% compatible, therefore, the data transfer is not seamless, nor is it complete.
   Workaround: CONUS - Process these shipments in TOPS. OCONUS - process these shipments using current local procedures.
   Team Track / Tracker Number: 5571
   Fixed: 12 Jun 09

Electronic Billing Section Issues – Resolved Problems

1. Problem: TSP Billing Representative unable to print GBL
   Example: NA
   Details: TSP Billing Representative unable to print GBL (Form SF1203)
   Workaround: Workaround is for the TSP user to provide the GBL, if needed, or to contact the DPS Help Desk if further assistance is required.
   Team Track / Tracker Number: 5164
   Fixed: 03 Feb 2009

Quality Assurance (QA) Section Issues – Resolved Problems

1. <u>Problem</u>: PPSO Quality Assurance Market suspension
   <u>Example</u>: Quality Assurance Market suspension needs to be restricted to the "market out of the GBLOC." Currently DPS suspension due to a shipment refusal suspends a TSP for the entire worldwide market for the type shipment in which the refusal occurred (dHHG, iHHG, or iUB). Suspension due to shipment refusal should occur in the market and only the market associated to the GBLOC in which the refusal occurred. RTM 67.7c reads, if a TSP refuses a shipment DPS shall notify TSP from the appropriate market and indicate the length of the inactivation in days.
   <u>Workaround</u>: PPSO shall not use suspensions for shipment refusals until advised. If TSPs refuse shipments, PPSO shall document the refusal and contact HQ SDDC with the information and/or the DPSHelpdesk to obtain a trouble ticket.
   <u>Team Track / Tracker Number</u>: 5011
   <u>Fixed</u>: 10 Mar 2009

Request For Quotes (RFQ) Section Issues – Resolved Problems

1. <u>Problem:</u> TSP Did Not Receive Notification of Special Solicitation Award
   <u>Example</u>: NA
   <u>Details</u>: Uploaded Bulk Rate in Round 2 for Special Solicitation International channel from GR to all US Destination areas and from all US Origin areas to GR. Rates were uploaded successfully. When I archived the Round 2 for Special Solicitation, the rates were available for me to view. According to Req. 82.f, "For special solicitations, DPS will notify the Primary and the Alternate TSPs of the award." However I did not receive any notification of the award.
   <u>Workaround</u>: No work around needed; user needs to allow system time to complete import.
   <u>Team Track / Tracker Number</u>: 4400
   <u>Fixed</u>: 27 Mar 2009

2. <u>Problem</u>: Cron Job did not run
   <u>Example</u>: NA
   <u>Details</u>: Cron Job did not run
   <u>Workaround</u>: Workaround is for user to contact the DPS Help Desk.
   <u>Team Track / Tracker Number</u>: 5285
   <u>Fixed</u>: 05 Feb 2009

Reference Data Management Section Issues - Resolved

1. <u>Problem</u>: Storage In Transit (SIT) Facility Information Updates
   <u>Example</u>: NA
   <u>Details</u>: RSMOs are unable to update SIT facility information.
   <u>Workaround</u>: The Help Desk provides Field Input to SRA who will input the   data into DPS until the appropriate RSMO has the capability to update SIT facility information.
   <u>Team Track / Tracker Number:</u> 3406 and 5204
   <u>Fixed</u>: 15 May 09

Reports & Documentation Section Issues – Resolved Problems

1. <u>Problem</u>: SIT Tab in Excel Analytics Does Not Display All Shipments (TSP/PPSO User)
   <u>Example</u>: SIT Tab in Excel Analytics does not display all the shipments placed in the SIT Section.
   <u>Workaround</u>: TSP/PPSO User should use the SIT shipment data in DPS Shipment Management in lieu of Analytics.
   <u>Team Track / Tracker Number:</u> 5329
   <u>Fixed</u>: 31 Mar 2009

Shipment Management Section Issues – Resolved Problems

1. <u>Problem:</u> iSDDC Tab Not Found
   <u>Example</u>: NA
   <u>Details</u>: iSDDC tab -- Logged in as the Transportation Officer. Clicked on the iSDDC tab and received the following error: NOT FOUND
   <u>Workaround</u>:   iSDDC will not be available. Historical data will be available in your work queue or using DPS analytics.
   <u>Team Track / Tracker Number:</u> 3751
   <u>Fixed</u>: 26 Jan 2009

2. Problem: Queue Counts Incorrect
   Example: NA
   Details: Signed in as TSP Master. Went to shipment management. Queue showed one short fuse. Selected short-fuse offer queue. No shipments listed. TSP queue also shows two Customer requests. Selected Customer Requests. List shows one request.
   Impact: User cannot see requests for which they have to take action.
   Workaround: Contact DPS Help Desk for assistance.
   Team Track / Tracker Number: 5087
   Fixed: 27 Jan 2009

3. Problem: SIT Date Out Revisions Aren't Saved
   Example: NA
   Details: I entered the SIT Out Date incorrectly and needed to revise the SIT Out Date. I changed the date in the SIT Out Section and submitted the update. The updated information did not display on the View/Edit Shipment Information screen.
   Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.
   Team Track / Tracker Number: 5277
   Fixed: 03 Mar 2009

4. Problem: Pre-approval selections reset (PPSO User)
   Example: NA
   Details: When you click on the Submit Approvals button, the item you approved is still pending because your dropdown selection was lost.
   Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 5279
   Fixed: 03 Mar 2009

5. Problem: SIT Date Out Revisions Are not Saved (PPSO and TSP User)
   Example: SIT Out Date is incorrect and must be edited. Upon correction the updated information does not display on the View/Edit Shipment Information screen.
   Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.
   Team Track / Tracker Number: 5277
   Fixed: 03 Mar 2009

6. Problem: Pre-approval selections reset (PPSO User)
   Example: When the PPSO clicks on the Submit Approvals button, the item approved is still pending because the dropdown selection was lost.
   Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 5279
   Fixed: 03 Mar 2009

7. Problem: Release from SIT at origin, missing or incorrect RDD
   Example: NA
   Details: When a shipment was released from SIT at origin, received the GBL Correction Notice. The Correction Notice did not provide the transit time to destination, just the Release Date. Additionally, a new RDD was not generated in the outbound screen and the inbound screen shows "RDD Exceeded" which could generate a Warning Letter or TSP Suspension.
   Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL Correction Notice.
   Team Track / Tracker Number: 5274
   Fixed: 1 Jun 2009

8. Problem: PPSO Release from SIT at origin
   Example: When a shipment is released from SIT at origin, a GBL Correction Notice (SF 1200) is generated. The Correction Notice does not provide the transit time to destination, just the release date. Additionally, a new RDD is not generated in the Outbound screen and the Inbound screen of the destination PPSO will show "RDD Exceeded" which could generate a warning or suspension action.
   Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL correction with the correct transit time.
   Team Track / Tracker Number: 5274
   Fixed: 19 May 2009

Technical Section Issues – Resolved Problems

1. <u>Problem:</u> TOPS Unpopulated Fields
   <u>Example</u>: NA
   <u>Details</u>: When TOPS receives the DPS Shipment file, the Authorized Origin City, Authorized Origin ZIP/APO/FPO, Authorized Destination City, County, State, ZIP/APO/FPO and Country and Weight Entitlement are not populated.
   <u>Workaround</u>: PPSO needs to manually input data into TOPS.
   <u>Team Track / Tracker Number</u>: 4955
   <u>Fixed</u>: 01 Feb 2009

User Management Section Issues – Resolved Problems

1. <u>Problem:</u> ETA Provides Bad Error Message to Coast Guard Users
   <u>Example</u>: NA
   <u>Details</u>: ETA provides an incorrect error message to Coast Guard Users that attempt to enter a 9 digit SSN vice a 7 digit EIN. If a Coast Guard member enters a 9 digit SSN instead of a 7 digit EIN, they receive an error message that states: "Invalid SSN/EIN Please use only numeric characters." However, in the test case, all of the characters entered were numeric "660660660." The Error message should probably indicate: "Invalid EIN" Please use 7 numeric characters only.
   <u>Workaround</u>: PPSO should advise USCG customers to use 7-digit EIN.
   <u>Team Track / Tracker Number</u>: 3826
   <u>Fixed</u>: 23 Jan 2009